



# Holistic Assistance Response Team (HART)

Prepared for the Harris County Law Enforcement Technology Committee

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# Agenda



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4. HART's Role
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# A National Trend

## The Issue

Law enforcement have become the **de-facto response to meet community social service needs** diverting officer time and resources from public safety.

## The Opportunity

County allocates **\$5 million for an alternative response team** to strengthen crisis response system for County residents.

## The Model

**Response teams trained in behavioral health and on-scene medical assistance** dispatched to calls related to homelessness, behavioral health issues, or a non-emergency health or social welfare concerns.

# CAHOOTS (Eugene, OR) est. 1989

## Multidisciplinary

Eugene PD sends teams of **medical and crisis intervention professionals (CAHOOTS)** in response to behavioral health- and other service-related 911 calls.

## Well Trained

**Trained to provide a wide range of services** within the community, including wellness checks, behavioral health crisis interventions, substance use-related de-escalation, family conflict mediation, and basic medical treatment.

## Effective

**2019:** only 1% of calls required police backup.

**No serious injuries** in 30+ years.

Saves **\$8.5 million** in taxpayer dollars every year.



# The Vision

**Before**

**FIRE**

**Calls from  
Dispatch**

**PATROL**

**EMS**

**After**

**FIRE**

**HOLISTIC  
ASSISTANCE**

**Calls from  
Dispatch**

**PATROL**

**EMS**





# Holistic Assistance Response Team (HART)

## The goal of the HART program:

1) Improve community health and safety by providing a quick and compassionate response from trauma informed team members trained in crisis management, emergency medicine, and behavioral health

2) Enable Harris County to free up Fire, EMS and Law Enforcement resources to attend to life saving and crime-related calls for help

Teams will **work collaboratively with all County first responders** to ensure Harris County residents receive the right response at the right time.



# HART Benefits Law Enforcement



More time to focus on high priority calls



Less time transporting and waiting with individuals at the ER and NPC



Reduces police liability in transports



Return to patrol more quickly by handing off calls better fit for HART



Provides additional resources on the field, like Fire and EMS, to support police during complex calls



Connects people to services that can reduce calls for service by high utilizers



# HART Objectives

The seal of the Justice Administration Center is located in the upper left corner. It features a circular design with a central figure holding a scale of justice, surrounded by the words "JUSTICE ADMINISTRATION CENTER" and two stars.

1

Reduce utilization of and reliance on law enforcement response in cases that do not involve violence, especially for, but not limited to, cases and calls involving mental health, substance use and homelessness.

2

Reduce the number of mental and behavioral health and lower acuity medical calls traditionally responded to by law enforcement, fire departments (Fire) and emergency medical services (EMS).

3

Reduce the number of individuals transported to the emergency department for low acuity medical-related issues that could be addressed on-scene or in a pre-hospital care setting.

4

Increase trust between vulnerable communities and first responder systems.

5

Improve connection to appropriate voluntary resources for people calling 911 or other crisis lines, including community-based organizations.

6

Increase the number of health-based, holistic approaches that advance community health and safety in the County and integrate HART program into a network of community-based mental and behavioral health services.